



Pilates Plus Privacy Policy

Pilates Plus Physio is committed to protecting your privacy. Our privacy policy indicates to you what information we collect about you and how we use it. By using our services, in any capacity, you agree to the collection and use of information in accordance with this policy. We use your Personal Information for providing and improving our services to you.

Computer browsing information - Log data:

We do not store any of your browsing history when you are viewing our website. However we may use third party services such as Google Analytics that collect, monitor and analyse this type of information in order to increase our responsiveness to your needs. For further information on these third party providers privacy policy please visit their website directly.

Website/App or Mindbody log in and registering:

If you log in and register on Pilates Plus Physio website/app or MINDBODY online booking site we will then your personal details will be stored by MINDBODY Online secure servers. These servers are Protected by a Privacy Shield. We do not record your password or login details.

We do not store or record your CC information, unless you request it.

Purchases on our website:

We intermittently open “Pop up shops” in order to sell Pilates equipment online. To purchase this, you will login or register with our Pilates Plus Physio Website, app or Mindbody ONLINE booking site and your personal details will be stored by MINDBODY Online secure servers. These servers are Protected by a Privacy Shield. We do not record your password or login details.

We do not store or record your CC information, unless you request it.

Health Questionnaires

We will collect important information about your health, prior to your attendance in our classes, in order that we can ensure your safety in class. This information is held by SURVEYMONKEY which is protected by a Privacy shield. Thus information will be shared only with the instructors who will be teaching your classes and not with any third party. Should you wish your details to be removed at any time please email us on talk@pilatesplusphysio.co.uk

Information Collection and how we use it:

While using our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you. This personal information may include, but is not limited to, your email address, name, phone number, postal address or other contact information.

Third Party Service Providers:

We may employ third party companies and/or individuals to facilitate our Service, provide the Service on our behalf, perform Service-related services or to assist us in analysing how our Service is used. These third parties have access to your Personal Information only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

Website Links:

Our website Service may contain links to other sites that are not operated by us. If you click on a third party link, you will be directed to that third party's site and therefore their relevant privacy policy.

Marketing Opt-in:

If you have attend for treatment at Physio Plus, you will have the option to manually opt in to receive marketing emails. If you register to attend a Class, you will have the option on registration to opt in to receive marketing materials. You can opt out of this at any time, by contacting talk@pilatesplusphysio.co.uk.

Should you opt in to receiving marketing material from us, then this will be distributed by Constant Contact. If at any time you decide you no longer wish to receive those emails, then you can unsubscribe at any time, or email talk@pilatesplusphysio.co.uk

Auto Email Opt- In (Operational Emails/notifications):

Upon registration though Pilates Plus Physio website, APP or MINDBODY online website, you will be automatically opted in to receive operational emails about your class (i.e auto emails which provide receipts of purchase, class reminder etc). You can opt out of receiving those emails at any time

Web based request forms:

When you fill out the forms on our website (www.pilatesplusphysio.co.uk), we do not store the data you send us.

Clinic forms:

When you visit Physio Plus you will fill out a standardised registration forms. This form will collect the following details:

- Name
- Address
- Date of Birth
- Telephone Number
- Email address
- GP details
- Private medical Insurance (PMI) details (if applicable)

The details will then be inputted into TM2, our secure, hosted clinical management software, where your clinical records will be stored.

The purpose of this information is to allow your clinician to ensure they manage your case with the relevant due care and consideration for your age, your requirements and your program.

The PMI details are used to bill your insurer as appropriate or to communicate directly with them if appropriate. None of your information is passed to a third party unless under your explicit consent to release details.

Your PMI may ask for reports of your sessions but this will only occur with your consent.

You may request us to write a letter to a school, a consultant or another person of interest to you. In doing so we will use your name, DOB and relevant medical details on that letter. You will also receive a copy of the letter should you so choose.

You will be send an SMS reminder prior to your appointment and your email and phone number will be used in relation to sending you exercise programmes, and in relation to your appointments.

Lawful disclosure:

We will disclose your Personal Information where required to do so by law or in accordance with an order of a court of competent jurisdiction. We will also disclose your information if we believe that lawful disclosure is necessary to comply with the law and the reasonable requests of law enforcement or to protect the security or integrity of our Service.

Security:

The protection of your personal information is vitally important to us. We will strive to protect your Personal Information in all means reasonably required by us to do so. However, as no form of data transmission is 100% reliable we cannot guarantee its absolute security. Therefore we make no warranties as to the level of security afforded to your data. We will however always act in accordance with the relevant UK and EU legislation.

Children's Policy:

We will only collect information about children if they have visited us at Physio Plus for treatment with a parent or guardian present. This will be stored securely on TM2.

Changes to Privacy Policy:

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

Further Information:

If you have any further questions regarding our privacy policy please contact us directly.